



ARCS: 292-30
File: MSD-2015-52331

December 1, 2015

Sent via email:

Dear

Re: Request for Access to Records
Freedom of Information and Protection of Privacy Act (FOIPPA)

I am writing further to your request received by the Ministry of Social Development and Social Innovation. You narrowed your request on October 2, 2015 through conversation and/or email with Elizabeth Horn. Your request is for:

Average caller wait time to get through on the Automated Telephone Inquiry line, 1-866-866-0800, by month for January to September 2015; Number of calls to the ATI phone line where callers were disconnected before speaking to a worker, i.e. dropped calls, by month for 2012, 2013, 2014 and 2015; Number of calls to the ATI phone line where callers abandoned the call before speaking to a worker, by month for 2013, 2014, and 2015.

Please find enclosed a copy of the records located in response to your request. These records are provided to you in their entirety. The Ministry has also provided additional information regarding these records in an attachment to this letter.

Your file is now closed.

These records will be published on the BC Government's Open Information website a minimum of 72 hours after electronic release or a minimum of five business days after release by mail in hardcopy. To find out more about Open Information, please access the Open Information website at: <http://www.openinfo.gov.bc.ca/ibc/index.page>

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If you have any questions regarding your request, please contact Elizabeth Horn, the analyst assigned to your request, at 250 387-9172. This number can be reached toll-free by calling from Vancouver, 604-660-2421, or from elsewhere in BC, 1-800-663-7867 and asking to be transferred to 250 387-9172.

You have the right to ask the Information and Privacy Commissioner to review this decision. I have enclosed information on the review and complaint process.

Sincerely,

A handwritten signature in black ink, appearing to read "E. Horn", written over a light blue horizontal line.

For
Kris Ghag, Manager
Justice / Social Team
Information Access Operations

Enclosures
Attachment

<p>How to Request a Review with the Office of the Information and Privacy Commissioner</p>
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If you have any questions regarding your request please contact the analyst assigned to your file. The analyst's name and telephone number are listed in the attached letter.

Pursuant to section 52 of the *Freedom of Information and Protection of Privacy Act* (FOIPPA), you may ask the Office of the Information and Privacy Commissioner to review any decision, act, or failure to act with regard to your request under FOIPPA.

Please note that you have 30 business days to file your review with the Office of the Information and Privacy Commissioner. In order to request a review please write to:

Information and Privacy Commissioner
PO Box 9038 Stn Prov Govt
4th Floor, 947 Fort Street
Victoria BC V8W 9A4
Telephone 250-387-5629 Fax 250-387-1696

If you request a review, please provide the Commissioner's Office with:

1. A copy of your original request;
2. A copy of our response; and
3. The reasons or grounds upon which you are requesting the review.

Attachment

The Ministry recognizes the importance of treating people with respect and empathy in all its interactions and providing service to the public in a manner that is courteous, professional and consistent. Staff members are expected to follow best service practices when responding to telephone inquiries and to check with callers if the options they have been provided are clear and if their concerns have been addressed.

Telephone service has become an increasingly popular option for Ministry clients, particularly those who are unable to attend a local Employment and Assistance (EA) office in person. The Ministry can be reached through the 1-866-866-0800 number from 9:00 a.m. to 4:00 p.m. Callers may experience longer than normal wait times on the days leading up to and including cheque-issue day. Times with lowest call volumes are between 10:30-11:30 am and 2:45-4:00 pm, Monday through Friday.

The Ministry of Social Development and Social Innovation continues to explore ways to improve its service delivery systems. The Ministry's telephone technology has been enhanced. Through the 1-866-866-0800 line, clients can now access information and services, leave a call back number and keep their place in line, get an up-front message of the expected wait time.

The Ministry has provided data for average caller wait time on the Automated Telephone Inquiry line for the months of January to September 2015, and abandonment rates by month for 2013, 2014, there is no reporting from January 2014-September 2015. To provide further context, included here below is a definition of the data.

Average Caller Wait Time:

"The average time a caller waits before their call is answered by a worker."

Abandonment Rates:

"Abandonment is the difference between incoming calls and those that are answered by contact centre staff. It is important note that callers receiving service through the automated self-service options available on the toll free line are included in the abandonment rate. Abandonment rate is just one of many key service indicators used to analyze service through the phone. Callers utilizing the automated self-service options receive basic information on their file without having to speak with staff".

The Ministry has other service options available to clients apart from the telephone. Clients may also reach us by mail, facsimile, attend an office in person, or through our new online service option called My Self Serve. My Self Serve is an online portal that allows clients receiving Ministry assistance to access their file information 24/7.

We appreciate your feedback and would like to assure you that the Ministry is committed to the continuous improvement of the ways in which we deliver services to the public. Please continue to speak with your local Community Relations and Service Quality Manager (CRSQ) if you have any questions or concerns regarding Ministry services.